

## **North East Combined Authority, Transport North East (Tyne and Wear) Sub-Committee**

27 February 2017

(1.30 - 3.25 pm)

Meeting held Committee Room, Civic Centre, Newcastle upon Tyne. NE1 8QH

### **Present:**

Councillor: J Harrison (Chair)

Councillors: G Hobson, J McCarty and M Mordey

### 131 **APOLOGIES FOR ABSENCE**

Apologies were received from Cllr Brain (Gateshead)

### 132 **DECLARATIONS OF INTEREST**

None

### 133 **MINUTES OF THE PREVIOUS MEETING HELD ON 26 JANUARY 2017**

**RESOLVED** – that the minutes of the meeting held on 26 January 2017 were agreed as a correct record and signed by the Chair

### 134 **METRO PERFORMANCE MONITORING MEASURES**

Submitted: Report of the Managing Director (Transport Operations) (previously circulated and a copy attached to the Official Minutes)

Members considered the proposal for a set of performance measures relating to Metro to aid future monitoring of performance by the Sub-Committee.

Members also accepted that update reports on performance measures will be presented at future meetings.

The proposed measures fell into six categories as follows:

- Operational performance
- Fleet performance
- Customer experience
- Safety
- Farebox revenue

- Patronage

In discussion Members commented/questioned as follows:

- Overall the current performance measures work therefore is there really a need to change.
- In relation to Operational Performance (Excess Headway Minutes) it was felt that the three measures (Operator Attributed, Nexus Attributed and Network Rail Attributed) adequately demonstrated any change and therefore should be retained.
- Regarding Fleet Performance members felt that the service experienced by passengers would remain at current levels until the fleet was replaced. In addition to this a question was put as to whether the performance targets were realistic especially if there was a further decline in the overall performance of the fleet.
- Reference was made to capital investment and infrastructure improvements which may demonstrate positive improvements in the measures.
- Members briefly discussed performance measures and targets in respect of fraud rates on the Metro system. The current target of 3% was achievable and with the introduction of measures such as a more cashless system and gates at some of the barriers members felt that officers should investigate how the current target could be reduced to say 2% and achieve a revenue return.

The Sub-Committee were of the opinion that the six proposed measures/categories were appropriate. They also stipulated that performance reports cover a 3 year period rather than the 2 year period included in the reports so that 'trends' were more obvious to the public and Members.

**RESOLVED** that –

- i. Approval was given to the measures outlined in the appendix to the report.
- ii. The Sub-Committee to receive performance reports against the measures at future meetings.
- iii. The Sub-Committee to review measures if and when appropriate.
- iv. Performance reports to cover a 3 year period rather than the 2 year period included in the reports so that 'trends' were more obvious to the public and Members.

135 **METRO PERFORMANCE UPDATE**

Submitted: report of the Managing Director (Transport Operations) (previously circulated and a copy attached to the Official Minutes).

Members considered the report which proposed the adoption of a format to be used for the presentation of the latest performance and key considerations for the Sub-Committee. It was noted that the reports presented to Committee would always be for the preceding reporting period.

In discussion members commented on the following:

- The processes in place to inform Members of any major incidents.
- Apprehension in relation to high customer expectations especially since the same stock will be in use until the fleet is replaced and there will still be problems with overhead lines.
- Nexus will take over responsibility for the concession on 1 April, however, Members will not have the opportunity to monitor the performance of Metro operations until September.
- Address the balance between improving customer satisfaction and running to timetable (given the time it can take to turn a train around).
- The renewal of Killingworth Road bridge (expected to take approximately six weeks during the school summer holidays) and road improvements at Haddricks Mill both impacting on performance.

Points to note were:

When the current concession began provision was made to develop a Customer Charter which included the display of a poster in each Metro station with details of key measures. Nexus intended to continue with the charter.

Over recent years performance had declined and future improvements will take time. Inclement weather, severe flooding and major track renewal/improvements would all impact on performance.

In relation to customer expectations it was noted that passengers could experience some delay due to the turnaround time involved in preparing a train for its next customers.

#### 136 **DATE AND TIME OF NEXT MEETING**

20 April 2017 following the conclusion of the Transport North East Committee.

#### 137 **EXCLUSION OF PRESS AND PUBLIC**

RESOLVED – that by virtue of paragraphs 3 and 5 of Part 1 of Schedule 12A of the Local Government Act 1972 the press and public be excluded from the remainder of the meeting during the consideration of agenda items 8 and 9 (Confidential Minutes of the Previous Meeting and Tyne Tunnels Update) because exempt information

was likely to be disclosed and the public interest test against disclosure was satisfied.